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NEWS FROM THE REGIONS

Annapolis Valley Regional Library (AVRL)

CAP - Community Access Program

Berwick, Hantsport, Kingston, Middleton and Port Williams libraries received a total of 15 computer systems, 3 scanners, 2 printers and 2 digital cameras for public use. CAP funding provided staffing with six youth for ten of the eleven branches throughout the summer.

The proposal submitted to the LibraryNet program through Industry Canada was approved and this funding combined with several other initiatives will continue computer training until December of 2001.

Smart Communities

The initial part of the contract for the Smart Libraries project was awarded and work has begun. This is a very exciting project for staff, assisting them with the task of promoting library services. The first of the branch libraries in Annapolis County had their Smart Communities PATS (Pubic Access Terminals) installed in July.

Branch Reports

On May 17, at the Windsor Branch, about 35 people were treated to a visit from author, Elizabeth MacLeod. Ms. MacLeod's most recent title, *Alexander Graham Bell* ..., was nominated for the Hackmatack Children's Choice Book Award. Windsor Library was one of three in our region with an organized Hackmatack Reading Group.

The Wolfville Memorial Library was the place, May 31 was the date, and the event was an author reading/book launch hosted by Gaspereau Press for Kent Thompson and his new title *Getting Out of Town By Book and Bike*.

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A repeat of the popular "Al Bernard's Magic Show" was made possible by the Middleton & District Friends group on June 16.

Numerous summer programs took place in many of AVRL's libraries. AVRL received HRDC grants for programming students in the Annapolis Royal and Wolfville libraries. As well, the Middleton & District Friends group was successful with their grant application. As a result, some of the SRP (Summer Reading Program) activities included weekly story and craft sessions, reading tutorials, reading programs such as Tales for Tots, and reading club events, such as the one at the Wolfville branch featuring the works of author Gordan Korman. Promotion of the SRP theme *Don't Bug Me...I'm Reading!* was the focus of most events over the summer, and was aided by library visits from staff with the N. S. Dept. of Natural Resources. AVRL staff member, Catherine Whitney, helped to promote the SRP by making visits to schools and day cares in Annapolis County. The SRP theme was also incorporated into the summer computer related programs held throughout the region.

Promotion of the SRP theme *Don't Bug Me...I'm Reading!* was the focus of most events over the summer, and was aided by library visits from staff with the N.S. Dept. of Natural Resources.

AVRL's annual regional in-service was held on May 30 at the Bridgetown headquarters. The in-service offered such workshops as Preparing a Power Point Presentation, Satisfying our Genealogy-Seeking Clients - Presented by three representatives of three historical societies (volunteer), and New CNIB Services for Talking Book Patrons. Staff enjoyed a mid-day reading/presentation by Susan Haley, author of *Getting Married in Buffalo Jump* and *How to Start a Charter Airline*.

Cape Breton Regional Library (CBRL)

Louisbourg CAP Opening

The Louisbourg Community Access Committee held the Official Opening of the Louisbourg CAP site on Wednesday, June 27, 2001, at George D. Lewis School. The Louisbourg CAP is a joint project of the W. W. Lewis Memorial Library and the George D. Lewis School in Louisbourg. CAP sites were established at these two institutions as a result of the $10,000 grant received from Industry Canada. Spearheaded by the school and the library, the CAP Committee developed as various community groups and individuals became involved. Committee members volunteered their time to ensure that community access to the Internet and computer technology is available in Louisbourg. The CAP grant helps to broaden and update the equipment and software available to residents and visitors.

Standing, far left: Roger Cuzner, MP; middle: J. Rod MacDonald, Cape Breton Victoria Regional School Board; far right: Bonnie MacDonald, Chair, Cape Breton Regional Library; seated: Ryan Stevens, summer CAP student.

Local Libraries Win Joint National Award for Technology Innovation

Industry Canada announced on August 10 that the Cape Breton Regional Library and the University College of Cape Breton Library had received the *LibraryNet Best Practices 2001* award **http://www.cbrl.ns.ca** for their joint on-line project, LeughSeo, **www.cbrl.ns.ca/gaelic/leughseo.html**. LeughSeo is a searchable, bilingual catalogue of the Gaelic collections found in these library systems. Industry Canada's LibraryNet presents these awards each year to showcase the best examples of innovative use of Internet applications by Canadian libraries. This is the second LibraryNet award for the Cape Breton Regional Library. They received a *LibraryNet Best Practices Award 2000* for the McLennans of Petersfield on-line site.

Cumberland Regional Library (CURL)

Beverly Fenton joined the library for a six month HRDC Youth Mentorship Program through the Nova Scotia Community College. She has spent her time assisting patrons at the front desk and helping out with children's programs. Michael St. Peter and Thomas Crawshaw finished their summer jobs through the assistance of HRDC and Young Canada works grants. Mike and Thomas have shown numerous children the wonders of the bug world for the Summer Reading Program through crafts, programs and games. Highlights include Franklin's Day, Plaster of Paris bug crafts, Caterpillar Day, Books at the Beach, and Surprise Day.

Fundraisers over the summer included the standard book and yard sales, as well as a generous donation from Seagull Pewter of eight hundred bookmarks and the donation of a handmade Birch fishing basket.

Colchester-East Hants Regional Library (CEHRL)

Summer Reading Program

The Don't Bug me ... I'm reading! theme for this year's summer reading program was a big hit with children throughout the CEHRL region. Bugs in all shapes and sizes (and synthetic material!) decorated reading rooms and weekly programs, such as *Bug Buddies*, *Things with Wings*, and *Creepy Crawly Bugs*, attracted capacity crowds. Youth services and mobile library staff joined forces to make special weekly visits to four rural communities in East Hants during July and August bringing the reading club, story time and craft programs to the children. The results have been excellent, with reading club members on the mobile up 875% over last year! At the Truro branch, Thursday mornings were dedicated to teens who pre-registered for a session on the Truro Police Services' K-9 Unit plus events such as *Bug Man Lunch* and *Insect-O-Mania*.

Above: Children gathered to watch as their work (right) was put up on display by CEHRL library staff.

The Truro branch also saw the return of the popular *Brown Bag Lunch* program. On three Thursdays in July families filled the larger meeting room to enjoy lunch while listening to community resource people talking on a variety of topics, including Harry Potter, recycling, and of course bugs!

Wizards and all things magic have become very popular with the continued interest in the Harry Potter books. Left to right: CEHRL Youth Services Department Mary Jean Muir; wizard, patron Les Karagianis, and "Harry", junior patron, Bruce Muir. Guess what--they're all related too!

Strategic Plan

The Next Three Years, the library's first, formal strategic plan has been developed by the library board and staff. It was decided to develop a basic plan based largely on internal deliberations. Facilitated sessions were held for the board, the staff, and for the board and staff together. A five-member planning team, headed by the facilitator, Marg MacPherson, guided the process and distilled the results of the planning sessions. The result was a vision statement and 6 goals.

- Vision: The library is the community's primary location for access to books, information, life-long learning, and cultural discovery in a pleasant atmosphere.
- Goals: "To maintain and enhance existing popular collections, reference services, and programming; to

conduct a job analysis and classification study; to develop and administer a community assessment; to create greater public awareness of library services; to assess the physical space of the library and determine the next immediate steps; to analyze the financial picture and possible fund raising efforts."

- Next steps? Task groups are being formed to act on the stated goals and accompanying objectives and a board/staff implementation team will assist them and oversee their progress.

Donation

Local author and artist, Gary Saunders donated a copy of his latest book to the library. *Discover Nova Scotia: The Ultimate Nature Guide* is a travel guide with a difference. As you drive along the province's major tourist routes, have this book beside you, not to learn about the nearest restaurant or museum, but to give you insight into the many natural wonders visible from the roads of our beautiful region. Published by Nimbus, in collaboration with the Nova Scotia Museum, the book answers questions about the ecology, geology, and history of Nova Scotia and is a good read whether you're travelling the province's highways and byways or sitting at home in your favourite armchair.

Eastern Counties Regional Library (ECRL)

A busy summer started at Eastern Counties Regional Library on June 22, with the annual staff workshop, launch of the Summer Reading Program and retirement party for longtime staff member Martin McNamara who retired this spring after 30 years of service.

Left: Little "bugs" getting ready for the Sherbrooke Canada Day Parade. The Summer Reading Program theme is reflected in both their faces and "wings!"

Don't bug me...I'm reading summer reading program activities continued all summer in both branch libraries and Libr@ry Links.

Library Web sessions were held in co-operation with CAP sites to provide local residents with helpful information about Internet searching and using the library's web services. Mulgrave and Sherbrooke Libraries and CAP sites held weekly hour long workshops on the use of the Internet, e-mail, word processing and other. A sample of activities for the month of August included: waterfront readings by various Cape Breton authors, with music by Sharon Brittten, held at the Port Hawkesbury branch during *Ship Harbour Days*; the Teddy Bears' picnic story hour held at the Canso branch during the Canso Regatta and at the Sherbrooke branch a lecture by guest speaker, Steven Pusiak, on *Genealogy and the Internet*.

A library gem from Donna D'Amour, Community Relations assistant: at a recent story hour, little two year old Annie was enthralled by the felt animals. After reading *The Monkey and the Mango Tree*, she insisted on holding on to the alligator. She listened intently to *The Tortoise and the Hare* and then to *The Lion and the Mouse*. As the lion was trapped in the net and cried out for help, little Annie was quick to react. "The alligator will help him" she cried out and

proceeded to chomp through the net with the felt alligator's teeth.

Left: Martin McNamara retires after 30 years of service with the library. Left to right: Joseph Walsh, Vice Chair, ECRL Board; Linda Travis, CEO of CBRL; David Cumby, Systems Librarian, CBRL.

Staff members stop for a smile at the recent ECRL annual staff workshop.

Halifax Regional Library (HRL)

HRL Opens the Newest "Branch" of Their Family Tree

The official opening of the Halifax Regional Library's newest library branch, the Keshen Goodman Public Library, located at 330 Lacewood Drive, took place with great fanfare on July 28. The library is located at the entrance of Clayton Park's Mainland Common Park. The uniquely designed structure includes a main library hall with full height glass walls, a 20-ft. ceiling, and a café and fireplace in the entrance wing. The new branch, with its collection of 100,000 items, replaces the old Thomas Raddall Public Library, and was built through a bequest left to the Halifax Regional Library by Marion Keshen in honour of the Keshen Goodman family.

Festivities at the official opening of the new 25,000 sq. foot Keshen Goodman Public Library included face painting, music, juggling, and a barbeque.

International Literacy Day

The United Nations Educational, Scientific and Cultural Organization (UNESCO) has celebrated International Literacy Day each year since 1966 on September 8. The purpose of the day is to call attention to the need to eliminate illiteracy on a global scale. The Halifax Regional Library offers free **Literacy/Adult Upgrading Programs** to help adults improve their reading, writing and math skills in friendly, and comfortable settings. Programs will begin in September.

Pictou-Antigonish Regional Library (PARL)

The Pictou-Antigonish Regional Library proudly announced that Constable John Kennedy of the Stellarton R.C.M.P. Detachment has been recognized nationally and provincially for his work in the promotion of literacy. Through Constable Kennedy's actions as founder of the Adopt A Library Literacy Program, the Pictou-Antigonish Regional Library board has been awarded the Canadian Library Trustees' Association Stan Heath Achievement in Literacy Award. This honor is given annually by this division of the Canadian Library Association in recognition of the efforts made by a group or individual who has initiated an innovative program that contributes to the advancement of literacy in their community.

From left to right: John Kennedy and PARL Board chairperson, Mary MacLennan, with the Canadian Library Trustees' Association Stan Heath Achievement in Literacy Award.

ABC Canada Literacy Foundation, a national registered charitable organization committed to promoting literacy to the general public and to the private sector, sponsors the award. It is accompanied by a cash value of $500.00. Pictou-Antigonish Regional Library is the only library board in Nova Scotia to have been recognized with this honor. Constable Kennedy was presented with the award at the annual Canadian Library Association conference in Winnipeg, Saturday, June 16, 2001 and in addition was personally recognized by the Nova Scotia Federal Council for his distinguished service. This honor recognizes individuals for their efforts in the performance of their duties which are above and beyond that required of their position as a public servant. The Pictou-Antigonish Regional Library would like to congratulate Constable Kennedy for winning these awards and thank him for his tireless dedication and foresight as an advocate of children's literacy. PARL also expresses gratitude to his superiors for supporting his ongoing activities with libraries.

On Saturday, June 16, the community of River John held a unique celebration. Under clear skies across the street from the new River John Library and Innovation Center, members of this north shore community listened to speakers from all levels of government as they touted the opening of their new library. A mere fifteen months in the planning, its construction is a remarkable achievement. Their efforts of erecting a public library can be held as a successful model for what other communities around the province can accomplish. It provides a real example of what can be done when citizens take matters into their own hands and realize a common goal. Today, it stands as a valuable community resource, a public building enabling all who enter to seek information. As a CAP site, its technology component and Internet facilities enable its patrons to be a part of the global information age we now live in. Once again, all involved are to be commended on a job well done.

River John Library and Innovation Center has its official opening as Pictou County Warden Allister MacDonald congratulates ribbon cutter Elizabeth Langille while Premier John Hamm looks on.

PARL's annual Summer Reading Program started Friday, June 25 as the local schools closed for the summer. This year the official launch was held at the Antigonish Library. On hand to say a few words were Antigonish County councilor Mary MacLellan and Mayor Kay Chisholm, while Constables Downey Brockelbank and John Kennedy represented the R.C.M.P. Also making an appearance in his green shell was children's book character, Franklin the Turtle. As in the previous year, the program continues to be supported locally by our policing agencies and the ongoing efforts of John Kennedy and the Adopt A Library Literacy Program.

While the Pictou Library branch is usually closed on Mondays, the Monday of June 5th saw an unusual group of scaled and slippery visitors drop in for an educational visit. Mike MacDonald, a herpetologist with Dalhousie University, gave an informative presentation on reptiles and amphibians to more than forty students of Scotsburn Elementary School. Mrs. Cindy Graham's grade four class and Mrs. Susan Martin's grade fives were entertained for 90 minutes as Mike gave a slide-show on these colorful creatures followed by the viewing of over twenty live specimens. Snapping turtles, spotted geckos, horned frogs, blue salamanders and even a hissing cockroach delighted everyone as Mike pointed out each creature's special features of survival and adaptability. Favorites of the group were the softball sized African bullfrog and the six-foot long black rat snake. As a further learning experience, the students will be creating a computer power-point presentation of the outing to share with fellow students back at the school.

Right: Mike MacDonald, a herpetologist with Dalhousie University, talked about reptiles and amphibians to more than forty students of Scotsburn Elementary School.

South Shore Regional Library (SSRL)

Free Computer Instruction

This past summer the South Shore Regional Library offered one-on-one sessions with its resident computer guru - Brandon. Brandon answered questions about anything computer related - software, hardware, the Internet, FTP, HTML, zipping, downloading, etc. Brandon is proficient in web page design, graphic design, word processing and spread sheet applications. He knows his way around the inside of the computer and is a Class A web surfer. This was a free service offered in one hour time slots, Thursday mornings in Lunenburg and Wednesday afternoons in Bridgewater. Brandon's work at the Library this summer was funded by a LibraryNet grant and proved to be a great success!

SSRL's computer whiz Brandon Uhlman offered computer instruction to the public this summer at Bridgewater and Lunenburg branches. Brandon is shown here giving an Internet lesson to Lillian Appleby, a Bridgewater borrower.

The South Shore Regional Library has 2 public access terminals available in the Bridgewater Branch; one each in the Lunenburg and Liverpool Branches. Each contains a variety of software including Microsoft Office Suite (includes Publisher and Powerpoint) and Internet Explorer.

The June 28 SSRL booksale at the Bridgewater Legion drew 100 people before the doors even opened! More than $2,900 was raised.

Summer Happenings

The South Shore Regional Library was literally been buzzing with activity for the past two months. The *Don't Bug Me...I'm Reading* Summer Program was more popular than ever. Nearly 400 children registered, and many of them successfully completed their 25 books. The bug theme was used with other activities such as Bug Bingo and contests. Craft and Story Hours have really taken off with an average of twenty young readers per day. Publicity over the summer months helped to increase attendance – "Dave and Wendy's Bug-a-licious Craft and Story Hour" appeared in all of the local newspapers, and was heard on the local radio station, CKBW. This programming proved to be so popular, it was shared with other Recreation Departments throughout the region. Summer students Dave and Wendy participated in local parades. Bug costumes were created and used to replace a float this year. With the help of young volunteers SSRL walked the parade routes, dressed as colourful bugs, spreading the *Don't Bug Me... I'm Reading* theme to thousands of people along the South Shore.

The South Shore Regional Library Board recently hosted an appreciation night to honour all SSR Library staff who received service awards - clockwise from top left: Sharon Chapman, Technical Services (20 years); SSRL Board Chair Tom Sheppard; Wanda Kushner, Bridgewater Branch (25 years); Winnifred McCarthy, Special Readers Services and Volunteers Coordinator (20 years) and Shelley Roy, Liverpool Branch (5 years).

Western Counties Regional Library (WCRL)

Introducing New Service for Print Disabled

WCRL introduced VISUNET services to residents of Yarmouth county during an Open House at the Yarmouth branch on Wednesday, August 8 from 1 - 5 p.m. The VISUNET partnership links the resources of The Canadian National Institute for the Blind Library with libraries in Nova Scotia. The program provides print-disabled library users with access to over 50,000 titles in alternate formats such as Braille, audio, descriptive video and electronic text. Guests at the Open House included Chris Judge, Intake and Reference Manager for the CNIB, and his guide dog Wallace. Spinoza, a talking bear for visually impaired children, was also in attendance. VISUNET services will be introduced in Digby and Shelburne counties in September. For more information on VISUNET log onto Western Counties Regional Library www.wcr.library.ns.ca.

Summer Reading and MacDonald's

The addition of "Who Wants to Be a McMillionaire" to the summer reading program proved to be a hit with the kids. Keeping with the provincial bug theme, kids needed little encouragement to participate in a contest which offered rewards from McDonald's in the form of coupons, and an opportunity to win a scooter and a helmet at the end of the summer. The more kids read, the better their chances of winning! A host of programs throughout the region offered many opportunities for kids to participate in what appears to be the most successful summer reading program to date! McDonald's has long been a supporter of kids' programs in Digby, Shelburne and Yarmouth counties, but this is a first for full corporate sponsorship ($5000.+) with the regional library.

The pictures below are from the *Junior Westports of the World* summer programme. Children from Westport, Nova Scotia, participated this year. They shared pictures and stories of their island with children from Westport, Connecticut.

Above and right: A host of programs throughout the region offered many opportunities for kids to participate in what appears to be the most successful summer reading program to date!

Library Lotto 50/50

As of July 31 the prize for Library Lotto stood at $1,333.50, with the library benefiting from an equal amount. Tickets ($5.00 ea) will be on sale until November 16. The lottery, a first for WCRL, is part of fundraising plans for 2001-2002. Tickets are available at all branches throughout the region, from Friends of the Library groups, and numerous individual vendors. The vendor who sells the winning ticket will receive 10% of the library's share of the lottery.

NEWS FROM THE LIBRARY AND INFORMATION TECHNOLOGY (LIT) PROGRAM, NOVA SCOTIA COMMUNITY COLLEGE

The June 14 convocation of the Kingstec Campus, Nova Scotia Community College included 13 graduates of the Library and Information Technology program. This group has the distinction of being the last class to graduate from the Kingstec LIT program; starting in September 2001 all NSCC library technician training will be centralized at the Halifax Campus. Therefore, it was especially fitting that the Kingstec Governor General's Medal for academic excellence should go to an LIT graduate, Lori Noseworthy. The Kingstec program, which began in 1985, was not only the first library technician program in Atlantic Canada but also the first in the region to offer distance education courses.

On June 20 another thirteen graduates received diplomas from the Halifax Campus program and as of July, approximately half are employed in full-time or contract positions. The distance education program continues to grow; sixty students are enrolled in courses this summer, representing all Atlantic Provinces and from as far away as Saskatchewan. Courses planned for the fall trimester are English Literature, Business Communications in Libraries, Popular Literature, Serials Management, and Government Documents. More information can be found at **www.nscc.ns.ca** under Part-time/Distance Education, Metro Halifax Campuses, Information Management. Register on-line or by telephone (902) 491-4911.

For information about the Library and Information Technology Program contact Marlene Mortimore at **mortimmj@halifax.nscc.ns.ca** or visit the NSCC web site at **http://www.nscc.ns.ca/programs/LibraryandInformationTechnology.html**.

NOVA SCOTIA PROVINCIAL LIBRARY NEWS

Gillian Webster received her Certificate in Adult Education from Henson College, Dalhousie University in July. The Certificate in Adult Education is designed for those who instruct adults in both formal and informal settings. Graduates may coordinate and facilitate training programs; provide support services to adult education, and design educational materials for adults. Gillian says, "The Certificate program was very helpful in assisting me to improve the skills necessary to be an effective facilitator."

TRAINING NOTES

Gillian Webster delivered a short introduction to the modules of the Web Awareness program to a group of CAP youth trainers, mostly university students, at Veith House in Halifax, August 1st. Regional libraries are working with the Media Awareness Network to deliver the series of training modules, with the goal of developing critical thinking skills and awareness for children using the Internet. Nova Scotian libraries were among the first in Canada to provide this training, and this is the second year that the regional libraries and CAP sites have been providing this training.

Gillian Webster gave an overview of the CNIB Library's VISUNET partners program to four staff members of Cape Breton Regional Library, August 27. In June, Regional libraries joined with university and community college libraries in a partnership designed to deliver a variety of services to print-disabled Nova Scotians. CNIB is encouraging greater use of their library and information services in this manner, and libraries are being provided with fuller access to the CNIB services.

STAFFING NOTES

Automation Team Staffing News

On September 10, Technical Services welcomed two new staff members. Johanna Cooper has returned to the Provincial Library as Automation Specialist. She has spent the last two years at the Sexton Design & Technology Library (formerly the DalTech Library) where her responsibilities included reference work, collection development, user education for several of the engineering departments, as well as cataloguing and managing the cataloguing team. Many staff in the regional libraries will remember Johanna from her previous stint as Automation Specialist from 1996-1999.

Johanna is joined by Jeff Mercer, Assistant Automation Specialist. Jeff graduated from Dalhousie University's SLIS program in 1999, and has worked primarily in records management and database design and management. He recently served a one year term as Campus Librarian with the College of the North Atlantic in Gander, Newfoundland, and comes to NSPL from the Department of Community Services. Jeff is looking forward to an exciting and rewarding career with the Provincial Library.

Left to right: Johanna Cooper, Provincial Library Automation Specialist; Jeff Mercer, Assistant Automation Specialist; Marged Dewar, Coordinator, Technical Services.

HOT TIPS & UPDATES

Citizens First 2000

For the Citizens First 2000 report, the Institute of Public Administration of Canada surveyed over 6000 Canadians on their attitudes towards service delivery by both public and private institutions. Canadians rate public libraries as one of the best performing public or private institutions, surpassed only by fire departments. Public libraries received the same high approval rating in the first report, published in 1998. Both the full report and a summary are available in PDF format, at **http://www.schoolnet.ca/ln-rb/e/advocacy**.

Libraries Advance Canada

The inaugural meeting of Libraries Advance Canada was held in Winnipeg, MB on June 12, 2001, with approximately 30 people, representing library and information associations/organizations across the country in attendance. The idea arose from a meeting of the Provincial & Territorial Library Associations Council held in Ontario in January, 2001. The group is not meant to be a formal organization but a positive movement of library and information associations who come together to work on issues of common interest and concern.

Libraries Advance Canada will be an outcome-based, somewhat informal group that will focus on specific issues and draw on the expertise of the members. It will be a movement with four parts:

- Issues - shared platform
- Information exchange - communication strategy
- Advice and assistance - knowledge network
- Advocacy - articulating and reinforcing the same message

The target audience will include politicians, permanent councils (Council of Ministers of Education, etc.) issue councils and task forces, the media and the public; any one or combination of the above depending on the issue.

The issues discussion centred on those that: are highly specific, pitched to one group, can share research & staff support, are ambitious but possible, have a sense of urgency, and have a national interest or focus.

Four key issues were identified:

- New building for the National Library of Canada
- Federal government support for libraries
- Digital copyright
- Public access to government information

Preliminary action plans were developed for the four issues and for preparing a communication strategy. BCLA agreed to co-ordinate and moderate a listserv and OLA agreed to host a web site.

Further information will be forthcoming in the near future.

CLA Highlights
[summaries of many of the sessions are available on CLA's web site www.cla.ca choose resources]

Succession Planning
This session consisted of two presentations; one by Paul Cotreau of KPMG who specializes in Succession Planning, the other by Margaret Law of the University of Alberta. It was pointed out that the library community is largely divided into two groups; one ready to retire and the other relatively new to the profession. There is a gap of experienced professionals ready to step in. The library community is also relatively unique in that there are many types of specialization, libraries are not only in big cities but everywhere, many employees are women and rarely do people move up in the organization. Therefore, it is critical that libraries have a plan in place to replace a retiring CEO.

The keys to succession planning are the right person, in the right place, at the right time. The Board must have a good idea of where it is going, what roles are critical for ongoing success and what skill sets will be needed in the future. They must then assess other staff members to see what potential is available in the organization and what will be required to develop existing potential. Once these people have been identified, individual development plans can be put in place to provide the necessary skills.

Some suggestions include:

- look carefully at new hires - evaluate potential for development at the interview stage
- know where the library is going and what skills will be needed in the future
- look at what current employees want/like to do and develop these areas
- make succession planning part of performance assessment
- develop mentor programs
- promote job exchanges with other organizations

All these can be used in conjunction with formal training programs to put libraries in a good position for the future.

Virtual Reference Service
There were several presentations on this topic, two of which were particularly interesting. The first is the Saskatchewan virtual Reference Project, called Ask Us! **Www.lib.sk.ca/askus**. This is a co-operative Internet-based library question and answer service for Saskatchewan, offered province-wide by 10 public library systems and co-ordinated by the Provincial Library. Questions are deposited in a central database, sorted by postal code and categorized by the public library system in which the patron lives. Staff from the appropriate library system retrieve the questions and provide answers. The majority of questions are answered by e-mail, with a small number answered by telephone, fax, or in-person visit. The turnaround policy, which began at 24 hours, is currently 48 hours.

Staff have reacted well to the service and collaborate on difficult questions. They are also building a FAQ (frequently asked questions) to save staff from repeating the work. Clients, too, appreciate the service and have responded positively.

For more information and statistics check **www.lib.sk.ca/staff/virtref/askusreport.html**.

Another, much larger, service is the Collaborative Digital Reference Service (CDRS) in which the National Library of Canada is a partner. The Collaborative Digital Reference Service will provide professional reference service to researchers any time, anywhere, through an international, digital network of libraries and related institutions. The service will use a database of member profiles to ensure that questions are distributed to the best member so requests are answered in a timely fashion. A Request Manager process and database will manage the flow and tracking of questions and answers. Many questions and answers will be available in an archive database, maintaining full confidentiality, and will also serve as a resource node on the CDRS network. If all goes as planned, a CDRS Web site, where the public can begin information searches, should roll out sometime next year in a greatly expanded form, with at least 600 participating organizations.

So far, 76 partners, including the U.S. Library of Congress (as host), Harvard University the Smithsonian and national libraries in Hong Kong and Australia are involved in a pilot test of the program, which started in November. Along with the National Library, Canada's participants include the National Research Council's library service, Agriculture Canada and the National Gallery.

For more information see **http://www.lcweb.loc.gov/rr/digiref.**

HACKMATACK AWARD ANNOUNCES ENGLISH AND FRENCH NOMINATIONS 2002
Prix littéraire - le choix de jeunes Hackmatack
Children's Choice Book Award
Sélections 2001-2002 Nominations
For additional information check out the new Hackmatack website at **www.hackmatack.ca**.

Monika Sormova completed her term as Hackmatack Coordinator at the Nova Scotia Provincial Library in August, and has now moved to a position at the Writers Federation of Nova Scotia. We wish Monika well in her new job!

To replace Monika, Norene Smiley recently began her term as Hackmatack Coordinator. This position is still located at the Nova Scotia Provincial Library and we welcome Norene in! She has lots of experience

teaching skills to would-be writers and organizing literary events for both adults and children. You may remember her as the Coordinator of Word on the Street, a post she held for several years.

Left to right: Norene Smiley chats with Michael Colborne, Coordinator of User Services, and Marged Dewar, Coordinator of Technical Services.

WHERE THEY ARE NOW

Greetings From Salt Spring Island!

Marion Pape recently visited Halifax to meet with Provincial Library staff and other colleagues in Technology and Science Secretariat and Regional Libraries. This was a very emotional time because she saw so many wonderful friends and colleagues she will be leaving behind. She has been on an Interchange Canada leave to Industry Canada as a Senior Advisor in the Community Access Program, Urban Component since 1999 and completed this assignment at the end of June, 2001. During that assignment, she had responsibility for the community organizations component of Urban CAP. Her experiences with networking in Nova Scotia convinced her that network development was a critical success factor for CAP sites. Consequently, she implemented a nation-wide training program to assist communities applying for CP contributions to develop networks in Urban Centres over 50,000 population. Interestingly, the models for the urban centres were initially the excellent networks developed by the many CAP Champions in rural Canada, including Nova Scotia. Results of the training program for urban CAP community organizations indicate that approximately 88% of the community sites are a part of a network.

While in Ottawa, Marion became interested in and completed her Master Practitioner Certification in Neuro-Linguistic Programming (NLP) and Quantum TLC. The program is freshly adapted from the traditional NLP knowledge by an organization called Partners in Renewal in Ottawa with an emphasis on wellness and helping persons make more authentic choices in their lives. The program is rapidly gaining popularity with students from around the world including Australia, Japan, Brazil and United States. There are also several instructors offering this "wellness" training in Nova Scotia.

So where is Marion now? She and her husband Manfred have decided to move to B. C.. Although it is hard to leave Nova Scotia, Marion wanted to be closer to her son and his new wife, Andrew and Sara, who are living in North Vancouver. Marion and Manfred have purchased a small acreage on Salt Spring Island about 2km out of Ganges, the main centre on this island of 15,000 people.

Everyone Marion talks to about her move suggests that she is living her dream and that hopefully will be true. Part of the dream is that Marion has finally found her "dream garden". The property has a half acre of mature garden with berries, fruit trees, over 200 perennials, heritage rose bushes, old growth Pacific yew trees, an arbutus with a huge rope swing and much more.

In addition to taking consulting contracts, Marion plans to develop a Quantum TLC based training program in BC to assist people and organizations who are in transition in their lives. Quantum TLC is simply a trademarked term for coaching people who want to make some changes and need some help with it.

Marion would love to have visitors from NS. You can contact Marion at 641 Rainbow Rd., Salt Spring Island, BC V8K 2M7 or by e-mail at **Marionpape@saltspring.com** or by phone at 1-250-537-4567.

REFERENCE ON THE NET

Here are some more reference questions referred to the Provincial Library by the Regional Public Libraries which were answered using resources found on the Internet.

Q. Would like information on antique golf clubs, specifically prices and the history of them.

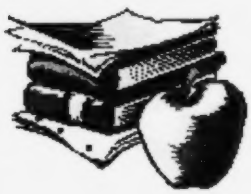
A. Kovels Online at **http://www.tias.com/stores/kovels/** is a good source for this. In the search box on the right side of the page, enter the keywords "+golf +club". (The plus sign before each word ensures that both are in each record which is found.) This brings up a list of categories which have items with these keywords. The "sports" category has 51 items and when you click on this, you will find that these are all golf clubs including some antique ones. The year in which the item appears in the print copy of Kovels is given for each item so if you have a collection of the print Kovels, you can look up the price there. Another useful source is the Collecting section of the Google Web Directory at **http://directory.google.com/Top/Recreation/Collecting**. At this page follow the links Sports>Golf to **http://directory.google.com/Top/Shopping/Sports/Golf/Antiques_and_Collectibles** where there are a large number of links including Antique Golf Clubs from Scotland at **http://www.antiquegolfscotland.com** and Antique Golf at **http://www.antiquegolf.com** which have listings of antique golf clubs each with a picture, the maker, date and price. Antique Golf Clubs from Scotland also has some historical notes on the various club makers.

Q. Would like information on hemp growing and the manufacture of products from it in Nova Scotia as well as

wholesale and retail outlets for it.

A. At the Nova Scotia Department of Agriculture and Fisheries web site at **http://www.gov.ns.ca/nsaf/home.htm** click on the search icon and enter the keyword "hemp" in the search box. This brings up 30 documents including the full-text of "A Maritime Industrial Hemp Product Marketing Study" at **http://www.gov.ns.ca/nsaf/marketing/research/hempms02.htm** which has information on growing and processing it as well as a listing of key growers and processors. It also retrieves the Nova Scotia Institute of Agrologists Newsletter, January 1999 at **http://www.gov.ns.ca/nsaf/nsia/newslets/9901.htm** which has an article on "Industrial Hemp" by Dwane Mellish P.Ag. This article has a link to Health Canada Regulations on Industrial Hemp at **http://www.hc-sc.gc.ca/hpb-dgps/therapeut/htmleng/hemp.html**. One of the items here is a PDF document titled "List of Individuals Licensed to Sell or Provide Industrial Hemp" which is arranged by province.

LINKed



The United Nations Educational, Scientific and Cultural Organization (UNESCO) has been celebrating International Literacy Day on September 8th since 1966. To help celebrate here are some Internet sites with useful literacy resources.

The **National Adult Literacy Database** site at **http://www.nald.ca** is a comprehensive and bilingual site for literacy information in Canada. It has full-text resources for teachers and students and a large collection of full-text literacy newsletters from national, provincial and territorial organizations across Canada. There is a resource catalogue of publications which can be ordered and links to many other useful sites such as the listing of literacy organizations in Nova Scotia at **http://www.nald.ca/PROVINCE/ns/nshome.htm**. The "NALD Access to Data" icon provides access to a number of databases such as The Directory of Canadian Adult Literacy Research in English at **http://www.nald.ca/crd**. This database was developed by The Center for Research on Literacy at the University of Alberta in partnership with the National Literacy Secretariat of Canada and it contains Canadian research in adult literacy beginning in1994 including research in progress. There are catalogued descriptions of research with extensive annotations, contact information, URLs, and in many cases, complete texts of studies. The French version, *Répertoire canadien des recherches en alphabétisation des adultes en français (RéCRAF)* is available at **http://www.alpha.cdeacf.ca/recraf**.

ABC CANADA Literacy Foundation at **http://www.abc-canada.org/** promotes literacy through public awareness programs, supports literacy groups and conducts research on literacy. The full text of the handbook which is part of their Literacy Awareness Media Kit is at **http://www.abc-canada.org/public_awareness/materials_detail.asp**. The "Literacy Facts and Links" section at **http://www.abc-canada.org/literacy_facts/** has statistical information on literacy and links to other literacy organizations.

The National Literacy Secretariat site of Human Resources Development Canada at **http://www.nald.ca/nls.htm** has a Catalogue of the Libraries of Human Resources Development Canada and Citizenship and Immigration Canada at **http://198.103.152.100/screens/mainmenu_eng.html**. There is a Literacy and Plain Language Collections section which can be accessed by clicking on "Search PRIMO" and selecting that collection. The materials found here can be requested through interlibrary loan and this catalogue is also available in French. The Information and Resources section of the site includes bibliographies and fact sheets.

Clear Language and Design (CLAD), Toronto East End Literacy Project at **http://www.eastendliteracy.on.ca/**

clearlanguageanddesign has a Reading Effectiveness Tool which you can use to evaluate the readability of your documents and an Online Thesaurus where you can search for alternatives to long words and phrases. To learn more about using plain language try PlainTrain, the Plain Language Online Training Program at **http://www.lisibilite.net/PlainTrain**.

The **ERIC (Educational Research Information Center) Clearinghouse on Reading, English, and Communication!** at **http://www.indiana.edu/~eric_rec/** has many useful resources for those involved in literacy. There are links to organizations which have the latest information on reading research followed by links to Literacy Education Resources and Children's Literature Resources. The Literacy Education Resources section has a wide variety of resources including links to organizations, online periodicals, lesson plans and teaching methods.

Web sites which were featured in previous "Linked" columns are now arranged by subject category on the Reference Services page of the Nova Scotia Provincial Library web site at **http://www.library.ns.ca/reference/index.html**. If you have any suggestions about future topics for this column please contact Carol Morris at **morrisc@gov.ns.ca**.

PROFESSIONAL READING

In this month's column, two books of particular interest to public libraries are featured. These items can be borrowed through the regular interlibrary loan channels.

Mediavilla, Cindy - *Creating the full-service homework center in your library*. Chicago: American Library Association, 2001. [Call # Prof 027 .4 Med]
The author maintains that libraries which take a proactive approach to homework help by setting up organized, public library homework centers, have the potential to become catalysts for better performance in school, improved self-esteem and engaged cooperative learning. This is intended as a hands on guidebook to establishing homework centers which provide staff and volunteers who are trained to assist students, which provide space designated for student use during specific days and times and also provide a multi format collection of materials related to the curricular needs of students.

Schrader, Alvin M. - *Fear of words: censorship and the public libraries of Canada*. Ottawa: Canadian Library Association, 1995. [Call # Prof 025 .213 Sch]
This book is the first attempt to document the various forms of censorship experienced by public libraries in Canada. It represents the findings of a study of access policies and censorship experiences in public libraries of Canada. It addresses the issue of the prevailing climate of intellectual freedom in public libraries across the country. It shows just how much community pressure is brought to bear on public libraries to remove or restrict materials and how public libraries have responded to such pressure.

Credits go to:
Marion Pape
Marlene Mortimore, Library and Information Technology (LIT) program, Nova Scotia Community College
Monika Sormova, Hackmatack Co-ordinator

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Comments on or suggestions for The Disseminator should be directed to Arlene Watts at **wattsam@gov.ns.ca**

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